



eWiSACWIS Conference  
November 30, 2017



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES

# eWiSACWIS: Welcome

- Welcome
- Preview of Upcoming eWiSACWIS Changes
  - Modernization: Desktop
  - Modernization: Select Online Pages
  - Modernization: Select Documents

## eWiSACWIS: Modernization

- For the December 15<sup>th</sup> release you will visually see the following changes:
  - An all new redesigned Desktop with a modern look and feel
  - A select set of online pages with an upgraded look
  - New pdf functionality for select documents

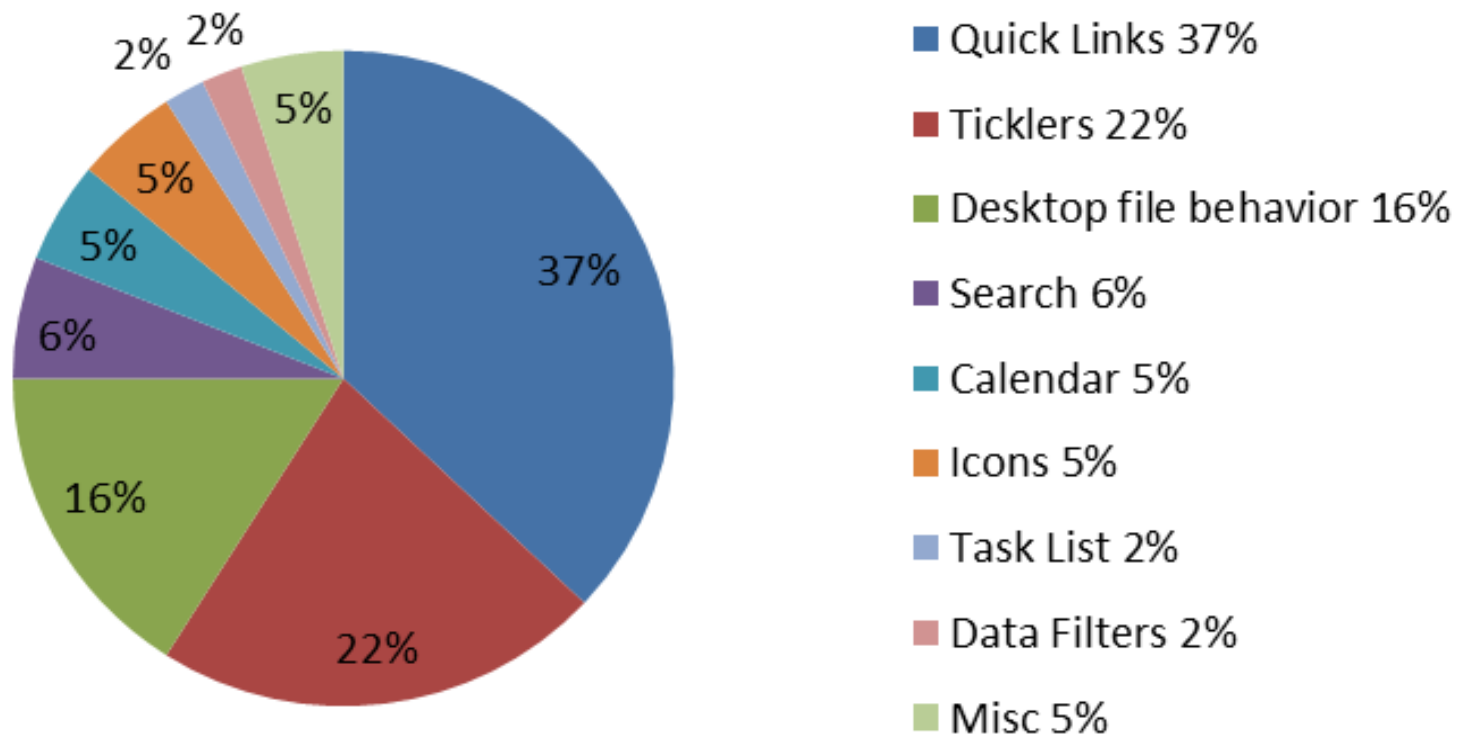
# Desktop Background



# eWiSACWIS Desktop: User-Centered Design (UCD)

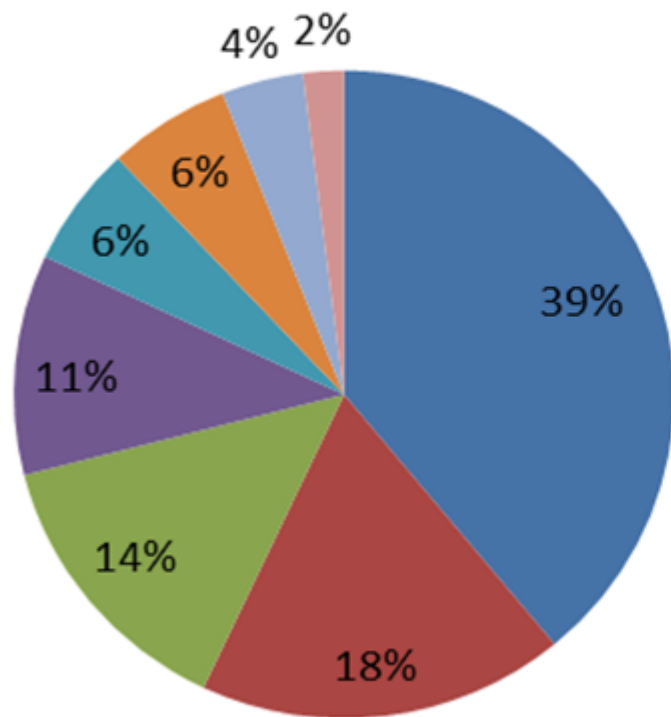
- Emailed a survey to all eWiSACWIS users in February
  - 600 Responses within 3 days
- Shadowed workers – supervisors, JJ, Ongoing, Financial, Access, Provider
- Designed/Developed a clickable prototype of the new eWiSACWIS desktop
- Presented the desktop prototype to over 100 workers and solicited feedback

## Desktop Elements: Likes



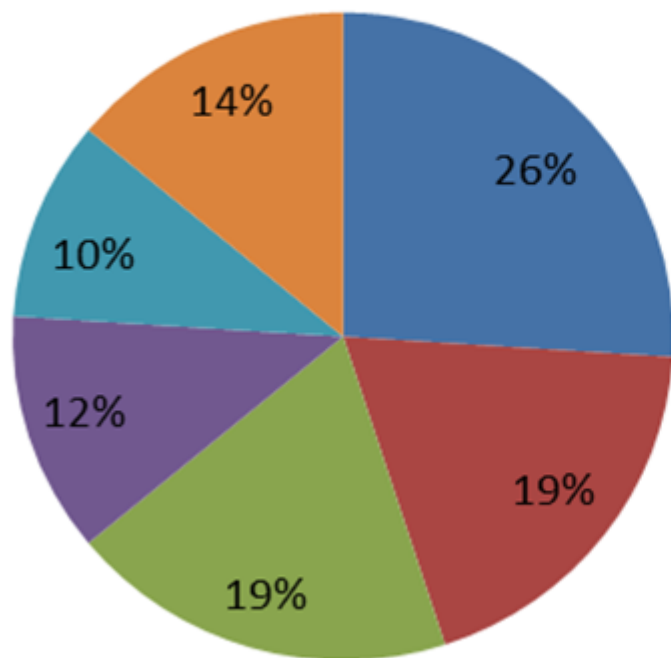


# Frustrations



- Look & Feel (dated) 39%
- Ticklers 18%
- Date Filters 14%
- Desktop File Behavior 11%
- Search 6%
- Calendar 6%

## Feature Requests



■ Look & Feel (dated) 26%

■ Task Reminders 19%

■ Desktop File Behavior 19%

■ Quick Links 12%

■ Search 10%

■ Misc 14%



[Create](#) [Maintain](#) [Utilities](#) [Adoption Search](#) [Help](#)

## State Worker's Desktop


☒ Date Restricted ☐ Participant View ☐ View Not Approved/Cancelled

## Ticklers

- ▶ My Ticklers
- ▶ Escalated Ticklers

## Cases (46)

- [Alpha, Tammy \( 9223945 \)](#) [Restricted Case](#) [Actions](#)
  - CPS Family - Ongoing 12/04/2015 Worker, Milwaukee BMCW-IA 2 511 W. Washington Ave , Apt.#2. , Madison, WI 53794
- [Anderson, JenniferF \( 9221350 \)](#) [Actions](#)
  - CPS Family - Ongoing 09/02/2003 Worker, Milwaukee (Supervisor) BMCW-IA 3 1234 N. Teutonia Ave. , Apt.#5. , Milwaukee, WI
- [Apple, Mom \( 9223741 \)](#) [Actions](#)
  - CPS Family - Initial Assessment 06/15/2015 Worker, State State Central Office 133 Main Street , Nashotah, WI 53058
- [Bacon, Sylvia \( 9223484 \)](#) [Actions](#)
  - ICPC 12/17/2014 Worker, State State Central Office 4498 Hoosier Way , Fort Wayne, IN 55555
- [Badger, Buckster \( 9222941 \)](#) [Actions](#)
  - CPS Family - Ongoing Intensive In-Home 09/18/2013 Admin, EwDemo ERO-DCFS- Green Bay 1600 Pennsylvania Avenue , Amherst, WI 54406
- [Badger, Bucky \( 9223808 \)](#) [Actions](#)
  - CPS Family - Initial Assessment 07/17/2015 Worker, State Rock - YSC
- [Bear, Beenie \( 9222301 \)](#) [Actions](#)
  - Voluntary Kinship Care 04/20/2012 Worker, State Jefferson - Jefferson 12 State Street , Oconomowoc, WI 53066
- [Bird, Mom \( 9224484 \)](#) [Actions](#)
  - CPS Family - Initial Assessment 11/20/2016 Worker, State WRO-Cath.Char - La Crosse
- [Blue, Mom \( 9224025 \)](#) [Actions](#)
  - ICPC 01/04/2016 Worker, State ERO-LS

## eWiSACWIS Messages and Links

This is the County Demo eWiSACWIS environment. Useful for trying things out with test cases instead of real cases. If you come across a bug or are having other issues, please contact your eWiSACWIS Program Team analyst, not the help desk.

[eWiSACWIS Knowledge Web](#)

## County Messages and Links

## Tasks

Cases

Providers

Workers

Approvals

Access Reports

Home Inquiries

Quick Links

## Tasks



The system will be down Friday, April 7th from 5PM until 10PM. Please make sure to save your work before the lorem orem ipsum dolor sit amet, consectetur adipiscing elit. Proin vitae neque mollis, condimentum leo sed, malesuada urna. Phasellus congue ex urna, non consequat leo vehicula sed. Maecenas justo tortor, suscipit commodo pretium finibus, sagittis ut lectus. Pellentesque mauris ipsum, ullamcorper sit amet ultricies quis, luctus sed eros.

County Message: Attention social workers. Please complete your training by April 20th, 2017.

## Recent Work

## Family Interaction Plan

**Case:** Patterson, Patricia  
(9226611)

**Participant:** Christopher, Chris  
(9229800)

## Assessment

**Case:** Abby, Amy (9221111)

**Participant:** N/A

## Permanency Plan

**Case:** Abby, Amy (9221111)

**Participant:** Abby, Annie  
(9223344)

## Family Interaction Plan

**Case:** Kellogg, Kathy (9221166)

**Participant:** Kellogg, Jerry  
(9898900)



## Upcoming and overdue tasks

## Page view:

- ☒ Task list  
☐ Calendar

## County view:

- ☒ My workers  
☐ My county's workers

## Worker view:

Smith, Samantha ▼

[+ Create task](#)

| Date ▲     | Due In ▼ | Task Name ▼    | Case/Provider Name ▼ | Participant(s) Name ▼ | Worker ▼        | Actions |
|------------|----------|----------------|----------------------|-----------------------|-----------------|---------|
| 06/02/2017 | -5 days  | Assessment Due | Abby, Amy (9221111)  | N/A                   | Smith, Samantha |         |

# eWiSACWIS Desktop: User-Centered Design (UCD)

- Received TONS of feedback, suggestions, ideas from workers. Thank you!!
- Used feedback from prototype demos, supervisor meetings, follow-up with workers, etc.... as a resource in the design process.
- Followed up with workers along the way with periodic check-ins as well as presentation to sets of workers.
- User Acceptance Testing

# Desktop Demo



# Desktop Demo Questions?



# Online Page & Document Upgrades



## Upgrades: What and Why

- Modernization effort upgrading user interface of the application
- Online pages are being upgraded to the latest version of HTML5
- Currently eWiSACWIS only compatible with Microsoft Internet Explorer (IE)
- IE 11 is the final version Microsoft will release



## Upgrades: What and Why

- Application needs to be upgraded to work with other browsers
- Upgrades are being done incrementally in phases
- Some pages in the system will look different as they are upgraded

## Upgrades: What and Why

- OCX component eWiSACWIS uses to generate documents only works with the IE browser
- No other browsers support this deprecated technology
- Eliminate dependency on IE and Microsoft Word for document generation
- eWiSACWIS replacing OCX component with newer technology for document generation

## Upgrades: Benefits

- When the modernization effort is completed for entire application:
  - The application will be compatible with other modern internet browsers.
  - Counties will no longer need to install the OCX.
  - The HTML5 standards will provide a responsive user experience optimized for tablets.

## **Upgrades: December Release**

Page Upgrades you will see in December are:

- Search
- Create Case Work/Create Provider Work
- Case Notes/Provider Notes
- Structured Case Note
  - Subject of Contact
  - Person Management

# Upgrades: December Release

- Person Management (when launched from Structured Case Note)
  - Basic Tab
  - Parent Info Tab
    - Person Search
    - Social/Mental/Physical Conditions
  - Additional Tab
    - Person Background Check
    - Child or Youth Image
  - Address Tab
    - Address Management
  - Education Tab
    - Maintain Education History
    - Education Passport
  - Characteristics Tab
  - Medical Mental Health Tab
    - Health Concern
    - Medical Provider Clinic Search
    - Medical Provider Clinic
    - Wisconsin Immunization Registry
  - Supplemental MMH Tab

## **Upgrades: December Release**

Document Upgrades you will see in December are:

- Medical/Mental Health Summary
- Print Case Note
- Print Provider Note

## **Upgrades: December Release**

- Layout of the fields and the functionality of the pages are not changing
- New technology provides modern look and feel
- Upgraded documents will launch as PDF files



# Online Page & Document Upgrades Demo



# Upgrade Demo Questions?





eWiSACWIS  
December 2017 Release and Beyond



WISCONSIN DEPARTMENT OF  
CHILDREN AND FAMILIES

# December 2017 Release

- Adoption Assistance
- ICPC
- Imaging
- IV-E
- Maltreater Review Templates
- BIRT
- HTML 5
- Desktop

\*\*does not include child support

# Desktop Resources




- eWiSACWIS demo site
- Knowledge Web
  - Comparison video
  - User guide
- People!
  - County Supervisors, Super Users, and Coworkers
  - eWiSACWIS Program Team Liaisons
  - eWiSACWIS Help Desk

# Feedback, Bugs, and Enhancements

- We want your feedback!
- To report bugs or request enhancements:
  - Call or email the eWiSACWIS help desk
  - Be prepared to provide details
  - Will be provided with an incident number to track your issue

# Incident Tracker

Change Request Search - Internet Explorer

*Change Request Tracker* Welcome Jennifer Jacquette Create  Print  eWReports 

**Search Criteria**

Problem Ticket #:  Change Request ID:  Reported By:  Status:

County:  ☐ My County Reported From:  Reported To:

0 Change Request(s) Returned

**Search Results**

| IR# ▲ | Change Request ID | Type | Topic | Description | Status | Date Reported | Reported By |
|-------|-------------------|------|-------|-------------|--------|---------------|-------------|
|-------|-------------------|------|-------|-------------|--------|---------------|-------------|

Options:

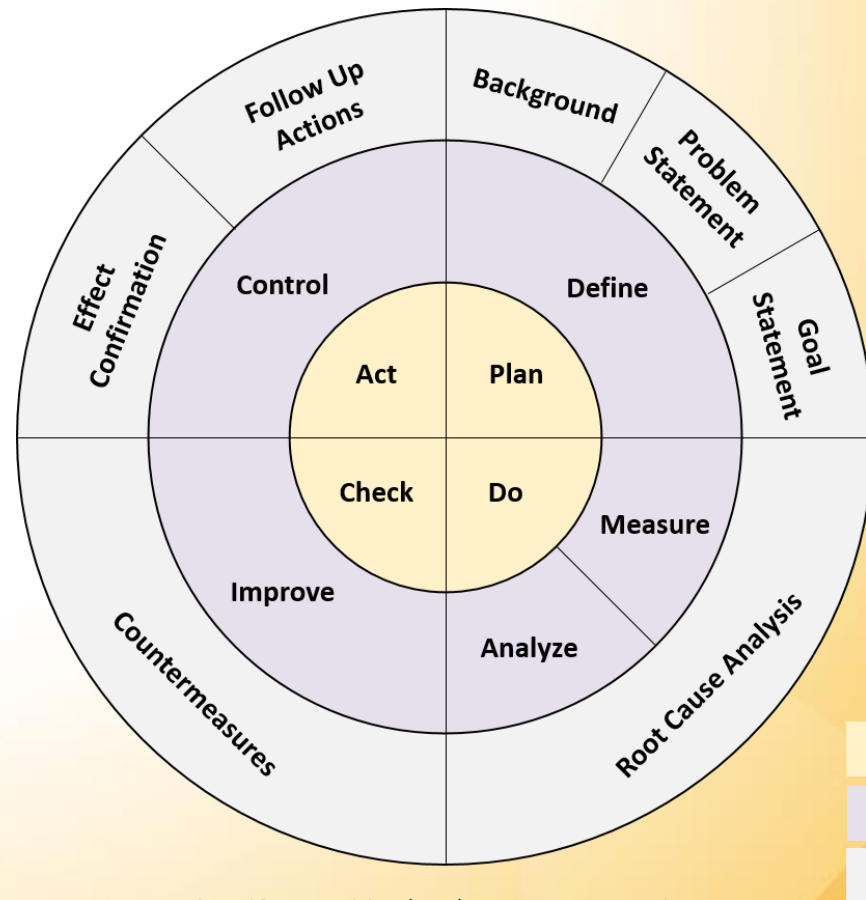


# Lean Government Program

- Created in the 2015-17 biennial budget
- DCF successfully completed six Lean projects in FY2017

## Basic steps:

1. Identify problem
2. Collect 'before' data
3. Determine root causes
4. Implement solutions
5. Collect 'after' data



Adapted from Steudel, H. (2014). *04 PDCA-DMAIC Road Maps*.  
Lecture presented for ISyE 515.

# Adoption Assistance

- 'Adoption Assistance Agreement' page modified to automate the current paper process
- New 'Adoption Assistance Application for Decision' page to document eligibility and the appropriate rate

# ICPC

- Changed default Category when 'Imaging Search' page is launched from ICPC Referral (Documentation tab) or ICPC Record
  - ICPC Referral
    - Added new types: Cover Letter and Court Order/Legal Documentation
    - Inactivated legal image types
  - ICPC Record
    - Added new types: Cover Letter and Foster Home Study
- Added "Group Home Care" to 'Type of Care' dropdown for Regulation 4

# IV-E Eligibility

- New functionality to streamline business processes for the IV-E Eligibility Unit staff
  - All operational reports now able to be run out of eWiSACWIS
  - Two new pages for QA Validation process
  - Enhance referral history to capture more information
  - New Automated Messages related to QA process

# Imaging

- Modifications to process of documenting and processing packaged background checks
- Two new image types under “Background Check” category
  - Adam Walsh (FBI)/DOJ/IBIS
    - Added ‘Effective To’ and ‘Valid Through’ date fields
  - DOJ/IBIS
    - Added ‘Valid Through’ date field

# Maltreater Review Templates

- Modified language of the 6 current Maltreater Review templates
  - Schedule Review of the Initial Determination
  - Rescheduled Review of the Initial Determination
  - Notice of Initial Determination/Right to Appeal  
(2 versions)
  - Notice of Final Determination/Right to Appeal  
(2 versions)

# March 2018 Sneak Peek

- Youth Justice Person Tracking
- Adoption Assistance Amendment Lean Enhancements
- Adoption/Guardianship Tracking
- ICPC Enhancements



# Questions?

